Your Growth Partner in Technology

Enterprise-Grade Software Maintenance & Support.
We build capability, confidence, and competitive advantage.

9001

ISO 9001:2015

27001

ISO/IEC 27001:2022

CMMI LEVEL 3

CMMI Level 3 Certified

Gemini Notebook

We don’t just build.

We grow with you.

Proactive Monitoring & Issue Prevention	Performance & Database Optimization	Continuous Technical Debt Reduction	Feature Enhancement & Iteration

Gemini Notebook

Reactive

Proactive

Business Value

Code Health

Adaptive Maintenance

Updating software to stay compatible with OS updates, third-party API changes, and cloud migrations.

Perfective Maintenance

Enhancing performance, refining UI/UX, and adding minor feature updates based on user feedback.

Corrective Maintenance

Fixing bugs, application crashes, or functional glitches.

Preventive Maintenance

Security patching, database optimization, code refactoring, and code audits to prevent future failures.

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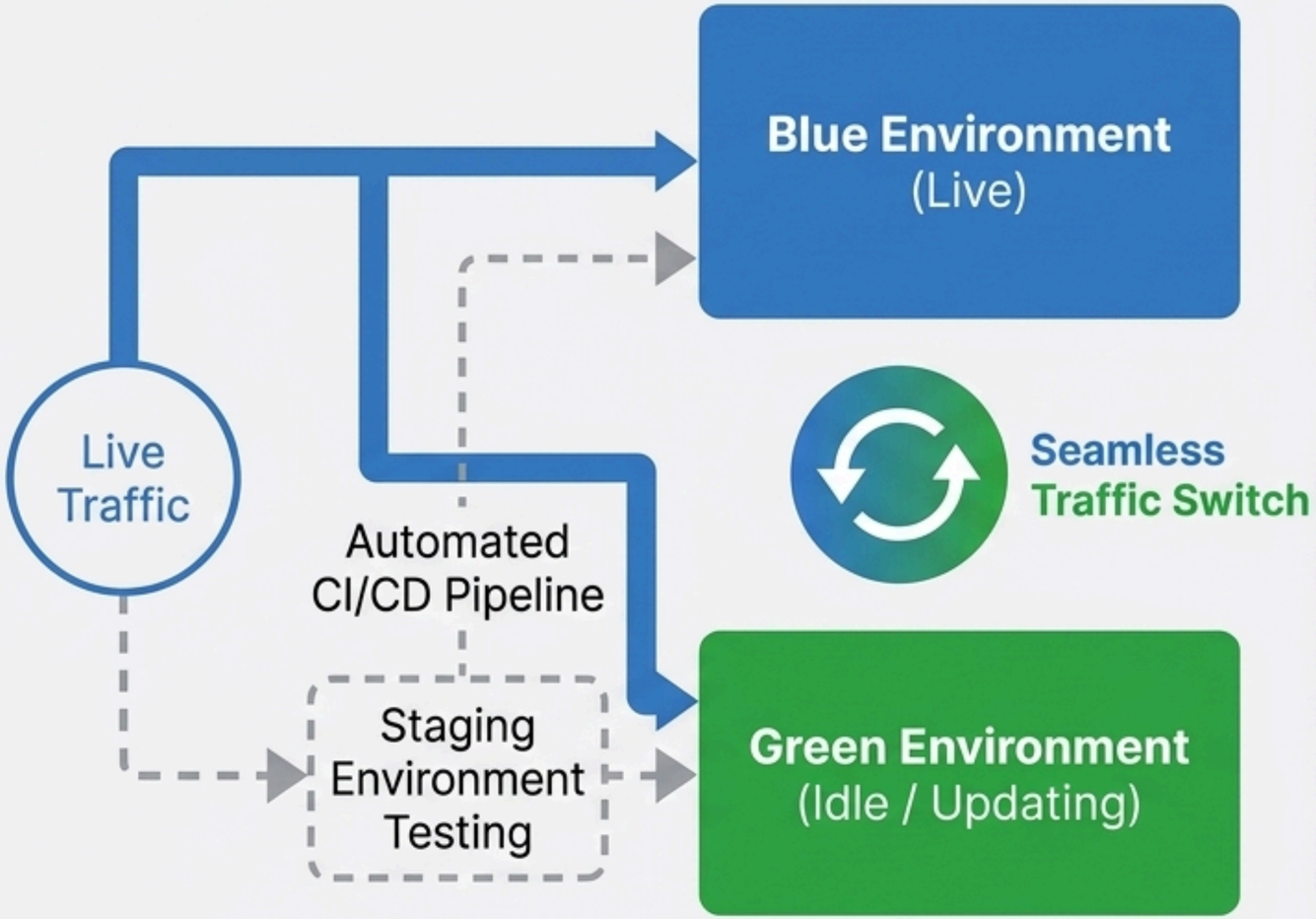
Zero-Downtime Operational Engine



Strategy

Automated CI/CD pipelines and rigorous staging environment testing ensure zero or near-zero operational downtime.

Cloud Infrastructure Expertise

Managed cloud server monitoring, auto-scaling, cost optimization, and serverless framework patches.

AWS · Azure · GCP · Docker · Kubernetes · Datadog · New Relic

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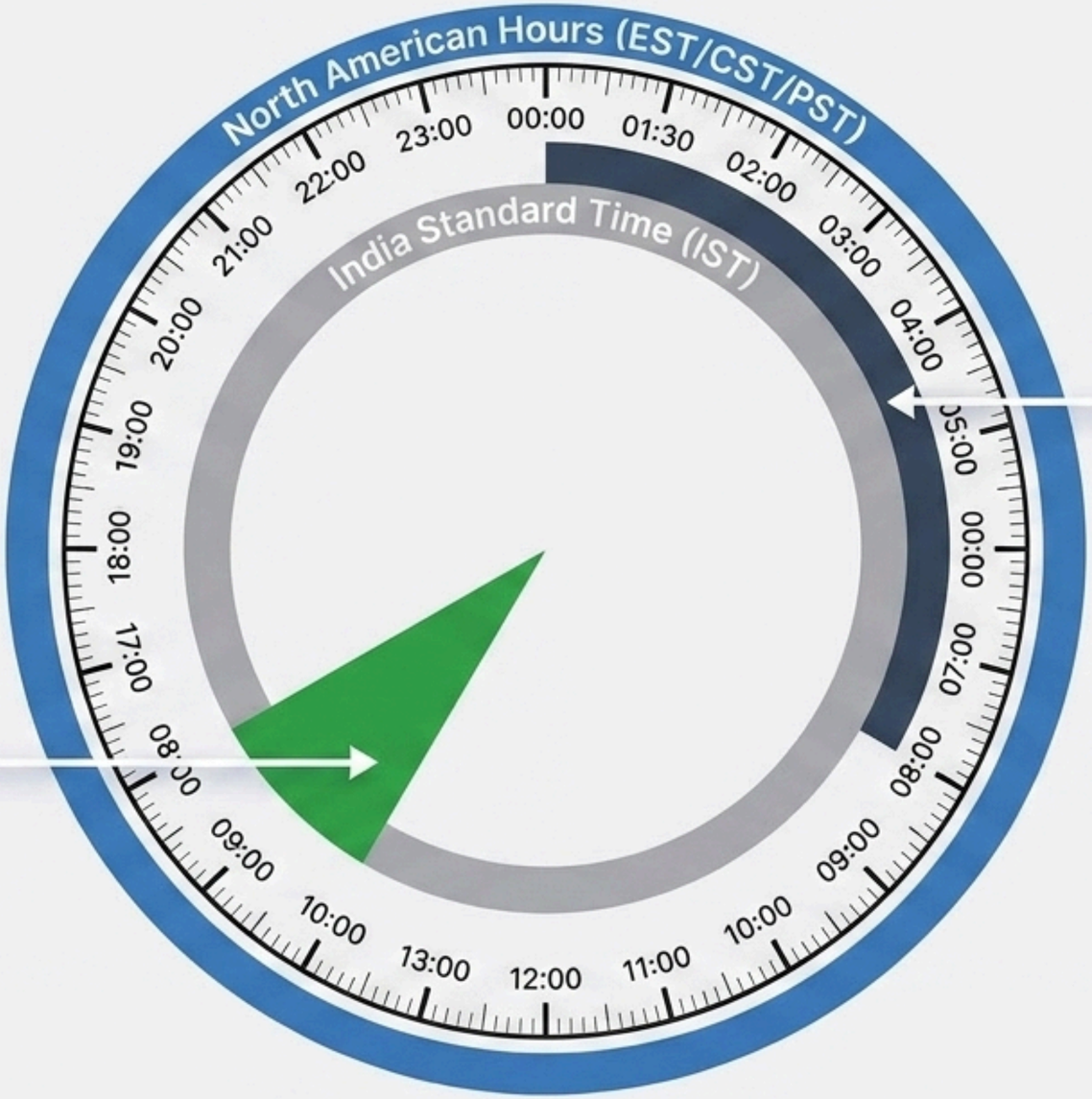
Global Operations: The Follow-the-Sun Model



The Overlap Zone

Live communication for daily standups, sprint reviews, and emergency triage.

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The Overnight Zone

Non-urgent maintenance, staging tests, and live deployments occur overnight without disrupting client business hours.

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SLA Escalation Matrix

Severity Level	Trigger Event	Guaranteed Response Time
Critical (Severity 1)	System outages or severe security breaches.	**15–30 minutes**
High (Severity 2)	Major feature failures.	**1–2 hours**
Medium (Severity 3)	Routine updates or non-critical bugs.	**4–8 business hours**
Low (Severity 4)	Minor UI tweaks or text changes.	**4–8 business hours**

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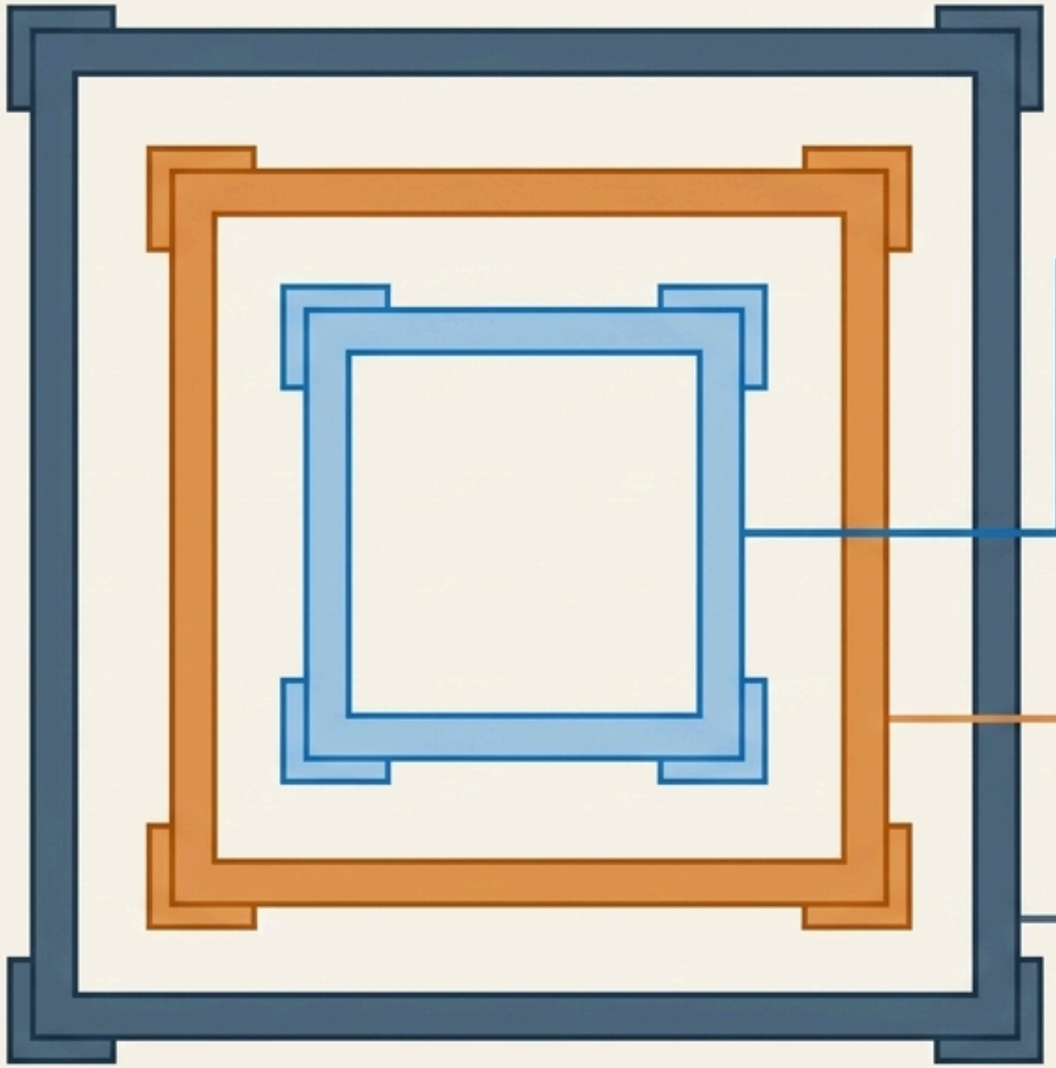
The Security & Compliance Shield



Operational Security

Role-Based Access Control (RBAC), regular vulnerability scans, and strict Non-Disclosure Agreements (NDAs).

Core Certifications

Built on a foundation of ISO 9001:2015, ISO/IEC 27001:2022, and CMMI Level 3 standards.

Regulatory Compliance

Strict adherence to US and Canadian data privacy laws, including HIPAA (with executed BAAs), SOC 2, CCPA, and PIPEDA.

Core Certifications

Built on a foundation of ISO 9001:2015, ISO/IEC 27001:2022, and CMMI Level 3 standards.

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Engagement Architecture

Context Metric: Annual software maintenance generally requires 15% to 25% of the initial development cost.

24/7 Managed Application Support

Continuous infrastructure monitoring and incident management with guaranteed SLAs.

Retainers range from $1,500/mo to $15,000+/mo.

Dedicated Team Retainer

A fixed monthly fee providing a set number of engineering hours.

Dedicated purely to ongoing updates, monitoring, and proactive fixes.

Time & Material (T&M)

Pay-as-you-go billing designed for ad-hoc support.

Best for variable maintenance workloads and unpredictable schedules.

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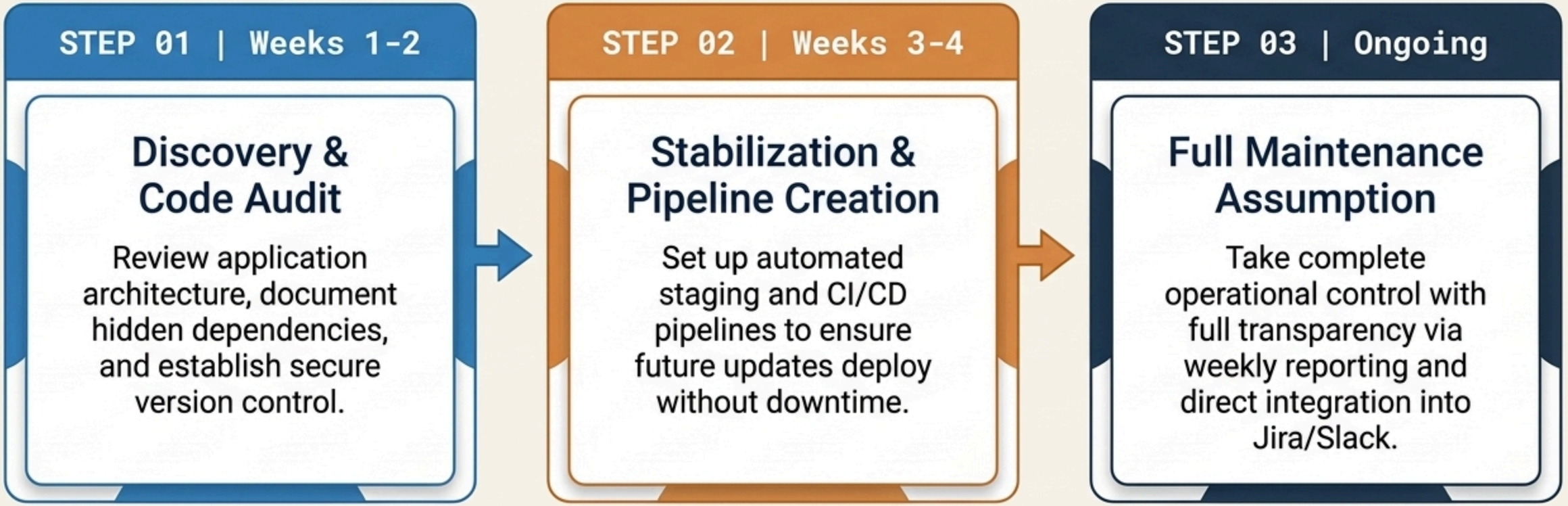
The Onboarding Pipeline for Legacy Systems


STEP 01 | Weeks 1-2
Discovery & Code Audit
Review application architecture, document hidden dependencies, and establish secure version control.
STEP 02 | Weeks 3-4
Stabilization & Pipeline Creation
Set up automated staging and CI/CD pipelines to ensure future updates deploy without downtime.
STEP 03 | Ongoing
Full Maintenance Assumption
Take complete operational control with full transparency via weekly reporting and direct integration into Jira/Slack.

Start a Conversation today. Tell us about your legacy system or ongoing project, and our engineering leadership will respond within 24 hours.

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